



COVID-19 8 POINT PLAN

HOTEL, RESTAURANT AND SPA

We have been working hard to adhere to the government guidelines and making the necessary adjustments to how we operate. In light of these changes and to protect the safety / wellbeing of our guests and staff we have put together new arrival and departure procedures.

The new procedures are as follows:

1. Pre-Arrival
2. Arrival and Check-In
3. Common Areas
4. Bedrooms and Bathrooms
5. Spa & Leisure facilities
6. Food and Drink
7. Departure and Check-out
8. Our People: training, hygiene and protection

WYNNSTAY HOTEL'S 8 POINT PLAN:

1. PRE-ARRIVAL

We politely request that if you are displaying any symptoms of Covid-19 that you call us to postpone or cancel your stay. These include, but are not limited to, a high temperature, a new and persistent cough and loss of taste and smell.

2. ARRIVAL AND CHECK-IN

- a. We politely request that if you are displaying any symptoms of Covid-19 that you do not enter the hotel. Symptoms include, but are not limited to, a high temperature, a new and persistent cough and a loss of taste and smell.
- b. Customers are requested to contact the hotel 15 minutes prior to arrival to ensure our meet and greet team are on hand to assist with your arrival and check-in. Please note that check-in is from 2pm onwards on the day of your arrival unless agreed otherwise with our reception team prior to your arrival.
- c. We have put in place new signage throughout the hotel detailing the guidelines we have in place to help protect you and our teams.
- d. If you have any questions or need assistance during your stay, simply dial 0 from the phone in your room.
- e. Hand sanitising stations are provided at all entry and exit points in the hotel and you are requested to sanitise upon entering the hotel and use face coverings in all public areas of the hotel to include restaurants, bars, corridors, reception area.
- f. Our check-in process has been streamlined to allow for a fast and reduced contact experience. Please note that we will only be accepting debit and credit cards for the foreseeable future so as to avoid the handling of cash. The latest guidelines will be communicated to you via email.

- g. Reception areas have been reconfigured where necessary and marked out to ensure social distancing of a minimum of 2 metres can always be maintained.
- h. All surfaces, screens, door handles and equipment will be regularly cleaned and sanitised throughout the day.
- i. If you have any special requirements please let us know before you arrive so we can make the necessary preparations with everybody's safety in mind.

3. COMMON AREAS

- a. We have heightened and enhanced our cleaning procedures to include extensive cleaning of shared surfaces throughout the day.
- b. We have set up hand sanitising stations throughout the hotel for you to use and we politely ask you use these when entering the hotel.
- c. We have equipped our customer toilets with sanitising hand wash at the basins, as well as contact free hand dryers and/or disposable hand towels.
- d. To avoid overcrowding and unnecessary contact we ask that guests who are staying with us, where possible, use the bathrooms in their bedrooms.
- e. If using one of our toilets, other than the one in your bedroom, please adhere to the guidance noted on signage near or on the toilet doors. We operate a one in one out policy currently.
- f. When walking through the hotel we ask that you please use your discretion and consideration by keeping a social distance of a minimum of 2 metres between yourself and other guests and use face coverings at all times. We have put in place floor markings and guidance signage throughout the hotel to assist you.

4. BEDROOMS AND BATHROOMS

- a. Every guest bedroom and en-suite will be fully sanitised before each stay and sealed to ensure no contamination occurs prior to your arrival. A card will be placed on the entrance door to the room indicating that the room has been cleaned and sanitised.
- b. Fabric items such as mattresses, pillows, cushions, carpet, chairs and other furniture are sprayed with an approved sanitising solution, which is effective in killing Covid-19 but otherwise harmless to you.
- c. All surfaces are thoroughly wiped down and cleaned prior to your arrival.
- d. Linens, towels and robes are professionally washed on high heat with added sanitisation.
- e. All printed material has been removed from your room to avoid cross-contamination as well as various other items that would normally be kept in the room again to avoid any cross contamination.
- f. Our housekeeping teams undergo strict sanitisation prior to starting work and will wear the appropriate PPE during cleaning.
- g. Daily servicing by our housekeeping team will only be available upon request. Should you require this service please let reception know by 9am. Your room will need to be vacated and personal items including toiletries stowed away whilst cleaning is being undertaken.

5. SPA AND LEISURE FACILITIES

Our Leisure and Spa facilities are now open apart from the steam room and sauna. This is due to the current government guidelines. Pre booking to use these facilities is required so please call 01691 650083.

6. FOOD AND DRINK

- a. When you stay with us you can dine in your room or, where guidance and regulations permit, in the designated dining areas. Evening dining times will be agreed with you during your guest relation call prior to arrival and/or during your stay. We respectfully request that guests endeavour to adhere to their pre-arranged booking times so as to ensure flow and guest safety at all times.

- b. We have extended our dining spaces and are utilising all public areas to ensure all diners are a minimum of 2 metres apart. Weather permitting you may also be able to dine in Wilsons Courtyard or by the Bowling Green area.
- c. We can offer flexible table configurations dependent upon your household size but only subject to current government guidelines at that time.
- d. We do offer a Continental Breakfast @£9.50 per person served to your room for you to enjoy during your stay. We require a pre order the night before by 8.30pm. This will be delivered to your room each morning.
- e. A Full English breakfast is now available in 1727 Restaurant & Grill, Monday to Thursday 7am to 9.30am, Saturday to Sunday 8am to 10am.
- f. At present carveries and buffets are not permitted in accordance with government guidelines however our teams will continue to monitor this situation.
- g. To maintain the social distancing guidelines, we will not be offering drinks at the bar but instead, we will offer a full table service.
- h. We have created separate entry and exit points to our restaurants where possible, limiting contact and maintaining a social distance between all guests and our teams.
- i. We ask that guests who are staying with us use the bathrooms in their bedrooms. If you are not staying with us, we request that you follow the social distancing measures we have displayed on our signage when using the public toilets.
- j. We have equipped our public toilets with sanitising hand wash at the basins, contact free hand dryers and/or disposable hand towels.
- k. Hand sanitising stations will be set up at the entry and exit points and should be used every time you enter or exit dining areas.
- l. Following recent Government Guidelines, all bars and restaurants must be vacated by 10pm. Therefore, the last food orders will be taken no later than 8.45pm and last drinks order will be taken at 9.30pm.

7. DEPARTURE AND CHECK-OUT

- a. Your room invoice will be emailed to you early on the morning of check-out which will include any extras you may have during your stay. Payment will be processed over the phone with our reception team.
- b. On check-out please leave your room key in the key box located at the bottom of the main staircase to reception.
- c. If you did not book directly with the hotel you will need to supply an email address to the reception team if you require a copy of your bill.
- d. We ask that you use the hand sanitisers before leaving the hotel.

8. OUR PEOPLE: TRAINING, HYGIENE AND PROTECTION

- a. All of our hotel team have undergone comprehensive hospitality focused training on how to prevent the contagion of Covid-19. We will continue to evaluate our training as best practice evolves.
- b. Any staff member who shows any symptoms of COVID19 will be immediately sent home and will be required to self-isolate for 14 days prior to returning to work.
- c. Hand sanitising stations are located at all entry and exit points, at all staff areas for the teams to use.
- d. Our operating procedures are clearly displayed throughout the staff areas and extensive training is given to all staff members.
- e. We have a dedicated team who monitor daily the government guidelines and any changes that have been made. Hence this document is subject to change to ensure your and our safety.

Please note: this Plan is *subject to change at any time as we closely monitor the latest government guidelines*

Thank you and enjoy your stay.